

## Client Service Standards: A Commitment to Our Clients

Service standards indicate the time frame within which clients can expect to receive a response to a request or complaint made to the NCC. The goal is to meet these standards more than 80 percent of the time.

Type of request	Time frame for a first reply	Time frame for a detailed reply
Email request or complaint sent to NCC Client Services at <a href="mailto:info@ncc-ccn.ca">info@ncc-ccn.ca</a> .	<ul style="list-style-type: none"> <li>From Monday to Friday, clients receive an acknowledgment with a reference number usually sent within 24 hours.</li> </ul>	<ul style="list-style-type: none"> <li>Simple requests: response within two business days.</li> <li>Requests or complaints requiring follow-up by NCC content specialist: response within five business days.</li> <li>More complex requests or complaints: up to 10 business days for response.</li> </ul>
Telephone request or complaint received by NCC Client Services Telephone: 613-239-5000 or 1-800-465-1867 (toll-free) TTY: 613-239-5090 or 1-866-661-3530 (toll-free)	<ul style="list-style-type: none"> <li>Service offered from Monday to Friday, 8:30 am to 5 pm, and on Saturday and Sunday from 9 am to 5 pm.</li> <li>In peak periods, a message informs callers of the approximate wait time.</li> <li>Callers can leave a message. The NCC will call back the same day or the following business day.</li> </ul>	<ul style="list-style-type: none"> <li>Simple requests not requiring follow-up by NCC content specialist: immediate response by NCC Client Services.</li> <li>Requests or complaints requiring follow-up by NCC content specialist: response by telephone within three business days.</li> <li>More complex requests or complaints: up to five business days for response.</li> </ul>